

## ERROR RECOVERY

ERROR CODES / RECOVERY PROCEDURES				
Error Code	TDM 100/150	Mech 10 (MiniMech)	Meaning	Recovery Procedure
33		X	Feed failure	2
34		X	Mistracked note at feed	2
35		X	Mistracked note at double detect	2
36		X	Mistracked note at exit	2
37		X	Note too long at exit	2
38		X	Blocked exit	2
39		X	Too many notes	2
42		X	Timing wheel error	1
44		X	Bad roller profile	1
45		X	Diverter error	1
46		X	Exit quantified	1
47		X	Note missing at double detect	2
48	X	X	Reject rate exceeded	2
49		X	Jam at exit	2
50		X	Interference recovery	2
51	X	X	Suspect exit accountancy	2
52		X	Ram error	1
53		X	Eprom error	1
54	X	X	Operation timeout	1
55		X	Ram corruption	1
56		X	Link error	1
101	X		Error (2 sec. timeout waiting for pick)	6
102	X		Error (pick motor over-current)	6
103	X		Thickness sensor unstable	6
104	X		Unable to clear width sensors during reject	6

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ERROR CODES / RECOVERY PROCEDURES				
Error Code	TDM 100/150	Mech 10 (MiniMech)	Meaning	Recovery Procedure
105	X		Insufficient notes to learn	6
106	X		FIFO error	6
107	X		Suspect reject accountancy	6
108	X		Unexpected note at double detect	6
109	X		Timeout at exit sensor	6
110	X		Trailing edge timeout at exit	6
111	X		Diverter timeout	6
112	X		Timeout waiting for leading edge at reject	6
113	X		Timeout waiting for trailing edge at reject	6
114	X		Exit blocked during purge	6
115	X		Diverter timeout on purge	6
118	X		Exit sensor blocked on start of dispense	6
119	X		Diverter in dispense position on start of dispense or learn	6
120	X		Reject cassette not present	8
121	X		Note cassette not present	8
122	X		Unexpected note at exit	6
124	X		Diverter moved to exit position during reject/purge	6
125	X		Initial status check failed	6
126	X		Diverter moved to reject position during dispense	6
128	X	X	Error in reply from dispenser	1
129	X	X	Dispenser not responding	1
130	X	X	No acknowledge from dispenser	1
131	X	X	No CTS (Ready) from dispenser	1
132	X	X	Reported bad double detect in previous dispense	1
133	X	X	5 volts not present from dispenser	1

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Error Code	TDM 100/150	Mech 10 (MiniMech)	Meaning	Recovery Procedure
134	X	X	Status reported exit blocked	6
135	X	X	Status reported feed sensor blocked	6
136	X	X	Modem initialization failed	1
138	X	X	Print failure to receipt	7
139	X	X	Print controller not responding	7
140	X	X	Time out waiting for printer to be ready	7
141	X	X	Status reported paper jam	7
142	X	X	Dispenser returned bad command error	9
144	X	X	Security module not responding	9
145	X	X	Security module bad reply	9
146	X	X	Electronic journal not responding	9
147	X	X	Electronic journal bad reply	9
148	X	X	Electronic journal write failed	3
149	X	X	Electronic journal read failed	9
150	X	X	Electronic journal status failed	9
151	X	X	Electronic journal full	3
152	X	X	Electronic journal corrupt	9
153	X	X	Electronic journal download failed	9
154	X	X	Electronic journal bad	9
155	X	X	EJ module failed	9
156	X	X	No cassette	8
157	X	X	EJ erase failed	9
158	X	X	EJ format failed	9
159	X	X	EJ test feature failed	9
161	X	X	EJ clear feature failed	9

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ERROR CODES / RECOVERY PROCEDURES				
Error Code	TDM 100/150	Mech 10 (MiniMech)	Meaning	Recovery Procedure
162	X	X	EJ get serial number failed	1
163	X	X	Terminal did not answer Triton Connect	1
164	X	X	Terminal did not return call to Triton Connect	1
165	X	X	EJ not present	1
166	X	X	Bad dispenser	1
167	X	X	Reported low cash to Triton Connect	5
168	X	X	Software download to terminal failed	1
182	X	X	Currency cassette low	5
183	X	X	Receipt printer paper low	7
185	X	X	Phone number not configured	3
186	X	X	Bill size not configured correctly	3
187	X	X	Maximum withdrawal not configured correctly	3
188	X	X	Communications key not configured	3
189	X	X	Terminal ID not configured	3
190	X	X	Master key not configured	3
191	X	X	Feed failure	2
192	X	X	Communications error	1
195	X	X	Receipt printer out of paper	7
196	X	X	Card reader error	1
203	X	X	SPED keypad is not replying to main board	1
205	X	X	SPED keypad reported tamper condition	1
206	X	X	SPED could not perform a successful command within SPED_MAX_ATTEMPTS tries	1
207	X	X	SPED not detected	1

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## ERROR RECOVERY

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### **1**

#### ***ERROR RECOVERY PROCEDURE***

1. Attempt to reset terminal error.
2. If the error clears, perform a Test Dispense.
3. If the Test Dispense works, place the unit back in service.
4. If the Test Dispense does not work, or the error occurs again, contact your service provider.

### **2**

#### ***ERROR RECOVERY PROCEDURE***

1. Turn off the ATM and open the security container.
2. Inspect the dispensing mechanism feed path for jammed currency and currency sticking together. Clear the feed path as needed.
3. Remove and inspect the note cassette for damage that could prevent proper dispensing. Also, make sure the currency is fit for dispensing. If there is no currency in the cassette, or the currency level is too low, fill the cassette and reinstall.
4. Close and lock the security container. Attempt to reset terminal error.
5. If the error clears, perform a Test Dispense.
6. If the dispense works, place the unit back in service.
7. If the test dispense does not work, or the error occurs again, contact your service provider.

**3** ***ERROR RECOVERY PROCEDURE***

1. Print or clear the journal. Refer to Section 5, Electronic Journal, for instructions on how to print/clear the journal.
2. Attempt to reset terminal error.
3. If the error clears, place the unit back in service.
4. If the error does not reset, contact your service provider.

**4** ***ERROR RECOVERY PROCEDURE***

Refer to the Model 91XX /97XX Configuration Manual or Service Manual for procedures on configuring these terminal parameters.

**5** ***ERROR RECOVERY PROCEDURE***

1. Follow the procedure in Section 4, Cash Replenishment, to access the dispensing mechanism and either turn the mechanism to the cassette servicing position (TDM100/150) or extend the dispenser to its extended position (Mech 10).
2. Verify that the note and reject cassettes are present. If the cassettes are present, follow the applicable procedure to remove and replenish the note cassette.
3. Follow the applicable procedure to return the dispenser to the operating position.
4. Attempt to reset the terminal error. If the error clears, perform a Test Dispense.
5. If the Test Dispense works, place the unit back in service.
6. If the Test Dispense does not work, or the error occurs again, contact your service provider.

**6** **ERROR RECOVERY PROCEDURE**

1. Follow the procedure in Section 4, Cash Replenishment, to remove power from the ATM and access the dispensing mechanism. For now, leave the dispensing mechanism in the *operating* position.
2. Check the dispenser shelf to ensure it is level. Look under the shelf and inspect the 4 mounting bolts/nuts holding the shelf to the cabinet. The shelf has slots that should be resting on the bolts fully and secured by the nuts.
3. Locate the lower, middle and upper access doors, as shown in Figure 7-4. These doors allow you to check for jammed notes at key points in the feed path. Another door is located on the inside of the dispenser, and is accessible when the note and reject cassettes have been removed, as shown in Figure 7-5.

Each door is held closed using a *green knob*. Note the position of the knob when a door is locked: the knob is *horizontal*, as shown in Figure 7-6.

To unlock a door, grasp that door's knob and gently turn it a quarter-turn to the left or to the right (to the *vertical* position), as shown in Figure 7-6. This will allow the door to be opened so that any stuck notes can be retrieved.



Fig. 7-4. Location of upper, middle and lower access doors.

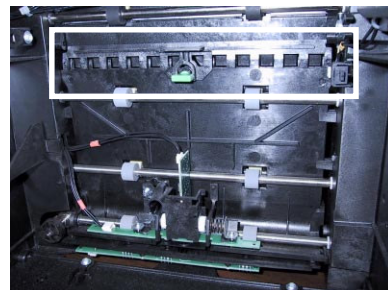


Fig. 7-5. Location of inner access door.

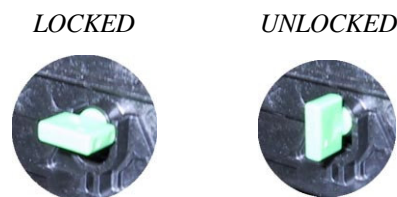


Fig. 7-6. Knob shown in locked and unlocked positions.

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4. Release the **lower access door** (refer to **Figure 7-7**). Carefully lift the door to expose the feed path. Remove any notes.
5. Close the door. Apply gentle pressure to the door to hold it in place and twist the green knob a quarter-turn to the left or right to lock the door. *Make sure the door is locked securely in place!*
6. Release the **middle access door** (refer to **Figure 7-8**). Carefully lower the door to expose the feed path. Remove any notes.
7. Close the door. Apply gentle pressure to the door to hold it in place and twist the green knob a quarter-turn to the left or right to lock the door. *Make sure the door is locked securely in place!*
8. Release the **upper access door** (refer to **Figure 7-9**). Gently lift the door to expose the feed path. Remove any notes.
9. Close the door. Apply gentle pressure to the door to hold it in place and twist the green knob a quarter-turn to the left or right to lock the door. *Make sure the door is locked securely in place!*
10. Follow the instructions in the Cash Replenishment procedure to turn the dispensing mechanism to the cassette service position. Remove the note and reject cassettes.

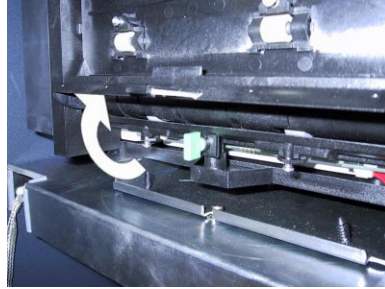


Fig. 7-7. Unlock and lift lower access door to check for stuck notes.

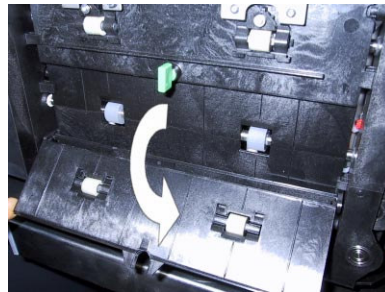


Fig. 7-8. Unlock and lower middle access door to check for stuck notes.

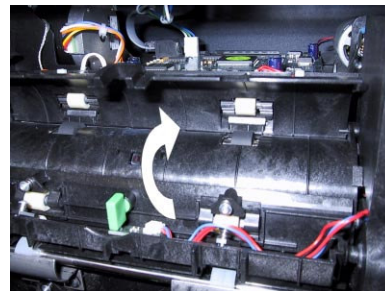


Fig. 7-9. Unlock and lift upper access door to check for stuck notes.



## ERROR RECOVERY

11. Release the **inner access door** (refer to **Figure 7-10**). Gently lift the door to expose the feed path. Remove any notes.
12. Close the door. Apply gentle pressure to the door to hold it in place and twist the green knob a quarter-turn to the left or right to lock the door. *Make sure the door is locked securely in place!*
13. Follow the instructions in the cash replenishment procedure to open the note cassette. Pull the packer plate back and check the note stack for any bent, crumpled or otherwise unfit notes. If there is no currency in the note cassette, or the currency level is too low, fill the note cassette.
14. Reinstall the note cassette into the dispensing mechanism. If notes are removed or replaced, be sure to obtain an accurate count of the total number of notes in the cassette, for use when performing the *Enter Qty. In Cassette* procedure.
15. Follow the instructions in the cash replenishment procedure to open the reject cassette. Remove any rejected notes and reinstall the cassette.

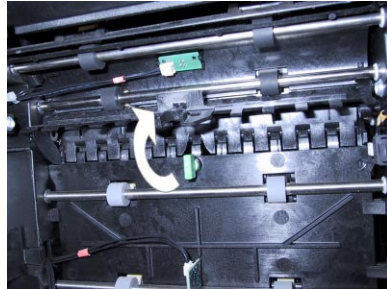


Fig. 7-10. Unlock and lift inner access door to check for stuck notes.

16. Complete the Cash Replenishment procedure by returning the dispenser to the operating position, restoring power to the ATM (if applicable), and performing the *Enter Qty. In Cassette* procedure, if currency was added or removed.
17. Select the Reset option at the 'Out of Service' menu. If the error clears, perform a Test Dispense.
18. If the Test Dispense works, place the unit back in service.
19. If the Test Dispense does not work, or the error occurs again, contact your service provider.

**7**

***ERROR RECOVERY PROCEDURE***

1. Unlock and open the ATM control panel and turn power OFF.
2. Cut paper between paper roll and printer with a set of scissors. Open printer by loosening the thumb screw on side of printer mechanism. Lift printer head and gently pull paper from front of printer. **NEVER PULL PAPER BACKWARD FROM THE REAR OF PRINTER.**
3. Check the blue tension lever located opposite side of printer. Blue lever should be actuating (touching) a clear plastic micro-switch that has white wires running to it. If it isn't, move lever until it's actuating switch. (Blue lever gets moved inadvertently sometimes when printer is opened)
4. Turn power ON. With printer still open, touch manual feed button and watch roller turn. Inspect for any paper shreds in roller.
5. Close printer and tighten thumb screw. Feed paper roll into printer. Paper should feed automatically for a short distance. Push manual feed button until receipt paper exits front of control panel.
6. If error is displayed on screen, try resetting error. If error clears, go to Management Functions, enter password, then to Diagnostics. Select Test Receipt Printer and wait for receipt. If receipt prints, exit back out to Customer screen
7. Other causes may be low or out of paper. See Section 6 for paper roll replacement procedure.
8. If the error appears again, call your service provider.

## ERROR RECOVERY

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**8**

### ***ERROR RECOVERY PROCEDURE***

1. Turn off the ATM and open the security container.
2. Ensure all cassettes are present. Remove and reinstall the cassettes.
3. Close and lock the security container. Attempt to reset terminal error.
4. If the error clears, perform a Test Dispense.
5. If the dispense works, place the unit back in service.
6. If the test dispense does not work, or the error occurs again, contact your service provider.

**9**

### ***ERROR RECOVERY PROCEDURE***

1. Print or clear the journal.
2. Attempt to reset the terminal error.
3. If the error clears, perform a Test Dispense.
4. If the dispense works, place the unit back in service.
5. If the test dispense does not work, or the error occurs again, contact your service provider.